

# Order Center

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## *Vaccine Availability*

The Centers for Disease Control and Prevention (CDC) negotiates vaccine prices with manufacturers every three months. As a result, a particular brand of vaccine may not be available every time you order. The VVFC office will make every effort to stock each vaccine brand the CDC makes available. Often when the VVFC office does not have a particular brand of vaccine available, it is due to constraints and limitations imposed by CDC. If this occurs, the VVFC office will send your practice an alternate interchangeable vaccine from a different manufacturer.

## *How To Order Vaccines*

As a new VVFC member, you are sent a copy of our latest order form which is used to order vaccines from VVFC. Periodically, this form is updated to reflect the latest changes in stock and mailed out to providers. Using the most updated order form will help the VVFC Order Center to correctly identify the vaccines you want in the package sizes available, and to more quickly and efficiently process your order. The revision date can be found in the lower right hand corner of the Order Form.

Vaccine orders can be mailed, faxed (804-864-8090), emailed (vvfc@vdh.virginia.gov), or phoned in (1-877-781-VVFC). All orders are processed on Thursday at 4 pm. **Orders received after 4 P.M. will be processed the following order period.** During holiday periods, our order processing and delivery schedule may change.

It is simple to fill out the order form, but a few things are essential.

1. First, fill out **all** of the information at the top of the order form - your **PIN** number (practice identification number), practice name, contact person, address, phone number, fax number, email address, and shipping instructions.
2. Let us know if any information has changed by circling the new information.
3. Write in the number of doses needed, keeping in mind that we cannot send partial packages (i.e. if the vaccine comes in a 5 dose vial you need to order 5, 10, 15, 20 doses etc).

VVFC will monitor requests and may adjust orders according to enrollment. With vaccines that are particularly expensive or in short supply, we do reserve the right to send less vaccine per order. This helps to equally distribute limited vaccine product among providers, as well as minimize loss of vaccine through shipping or storage errors.

*Every effort is made to honor your preferences in vaccine brand; however, we may substitute vaccine brands due to availability.*

## **VVFC Covered Diseases/ Vaccines**

Diphtheria  
Hepatitis A  
Hepatitis B  
Hib  
Influenza  
Measles  
Mumps  
Pertussis  
Pneumococcal  
Poliomyelitis  
Rubella  
Tetanus  
Varicella

All pediatric vaccines required by the Code of Virginia may be ordered through the VVFC program.

# Order Center



## *When To Order Vaccines*



If your practice has adequate storage facilities, no more than an estimated three-month supply of VVFC vaccine should be maintained. After the vaccine orders are processed, it takes 3 to 5 business days for the vaccines to arrive at your practice. It is not always possible to accommodate rush orders so it is important to take inventory of your stock and order accordingly. If your storage facility is too small to accommodate a three-month supply of vaccine, contact your VVFC consultant.

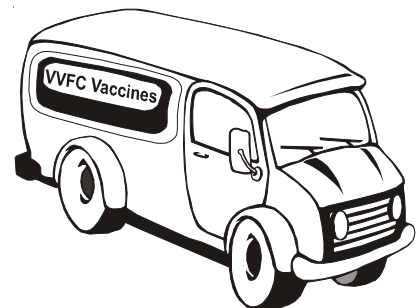
It is suggested that you do not wait until you are almost out of vaccine before ordering. Place another VVFC order when you have **at least two weeks** of inventory on hand. Do not order vaccine if your practice is going to be closed for a holiday or an extended vacation. It is your responsibility to let VVFC know if your practice is going to be closed or if there has been a change in your business hours or delivery information. Any vaccine spoilage that occurs as a result of an undeclared vacation or practice closure will be counted against a provider's wastage history.

## *Ordering Varicella Vaccine*

Varicella vaccine is ordered using the same form as the other vaccines. The special shipping and storage conditions associated with Varicella vaccine require it to be shipped directly from the manufacturer (Merck). It will arrive separately from the rest of your order, 2-3 shipping days later in dry ice. To check on a Varicella order, follow the same procedures as you would for other VVFC vaccines by calling the VVFC Order Center. Your facility should have procedures in place for immediate receipt and storage of Varicella vaccine due to its temperature sensitivity.

## *Missing or Incorrect Shipments*

If your vaccine does not arrive in 5-10 business days after you have submitted your order, call the VVFC Order Center. If you receive an incomplete or inaccurate order, please contact the VVFC Order Center immediately. It is recommended that you keep your shipping invoices on hand. Check the invoice, delivery, and your order to see if they are correct. You may be asked to check your stock by lot number to make sure you did not overlook receiving the order. If that is not the case, we can then track your order. Once that process is complete, we can reorder stock if needed for delivery in the next order cycle.



## *Vaccine Holds*



If your facility has been identified as having inadequate storage facilities, an inordinate amount of vaccine wastage, or another server program violation, then a temporary hold on vaccine ordering may be activated. The vaccine ordering hold will be lifted once arrangements to correct the problem have been made. Your practice must contact the VVFC office to lift your vaccine ordering hold.